



Department of Medical Assistance Services  
600 East Broad Street, Suite 1300  
Richmond, Virginia 23219  
<http://www.cns.state.va.us/dmas>

# MEDICAID MEMO

**TO:** All Registered Drivers serving Virginia Medicaid recipients,  
Managed Care Organizations providing services to Virginia  
Medicaid recipients, and all holders of the Virginia Medicaid  
*Transportation manual*

**FROM:** Eric S. Bell, Director  
Department of Medical Assistance Services

**SUBJECT:** Non-Emergency Transportation Services Beginning July 2, 2001

MEMO	Special
DATE	6-1-01

The purpose of this memorandum is to inform you of changes to the provision of non-emergency transportation beginning July 2, 2001. Your enrollment with the Department of Medical Assistance Services (DMAS) as a registered driver will end as of July 1, 2001. You may bill DMAS for services provided prior to July 2, 2001. DMAS would like to express our appreciation and to thank you for the services you have provided to the recipients of the Virginia Medicaid Program under your direct agreement with DMAS.

Beginning July 2, 2001, the Department of Medical Assistance Services (DMAS) will utilize brokered transportation services. **DynCorp** will coordinate all non-emergency transportation for Medicaid recipients residing in **Regions 2, 3, 4, and 7** (see the attached region description). DynCorp's toll free number for use by providers is 1-866-396-8221. **LogistiCare** will coordinate all non-emergency transportation needs for recipients residing in **Regions 1, 5, and 6** (see the attached region description). LogistiCare's toll free number for use by providers is 1-866-608-8791.

As a registered driver, you must not provide transportation services after July 1, 2001, to Medicaid recipients unless you first sign a contract with the transportation broker in your region. If you have not done so already, please contact the broker agency that serves your area if you are interested in continuing to provide transportation to Medicaid recipients.

These agencies will coordinate **all non-emergency Medicaid transportation** whether it is for public mass transit, taxicab, wheelchair van, non-emergency ambulance, or volunteer driver services. This is for all Medicaid recipients with transportation coverage under MEDALLION or regular Medicaid. **ALL** non-emergency transportation requests must be coordinated by these agencies as of **July 2, 2001**. These agencies will confirm the Medicaid eligibility and transportation need. They will then schedule and assign the trip using the most appropriate transportation provider. Medicaid recipients can no longer contact you directly for Medicaid transportation.

DMAS will send a separate notice to Medicaid recipients, Managed Care Organizations (MCOs), and providers serving Medicaid recipients in these regions informing them about the role of **DynCorp** and **LogistiCare**. The brokers will publicize their **recipient reservation numbers** in advance of the contract start date.

Medicaid transportation coverage remains unchanged except that the recipient no longer has the choice of non-emergency transportation providers. Transportation is only provided when the recipient has no other appropriate transportation available such as a personal car and will only be provided to the nearest enrolled Medicaid provider of care. Efforts will also be made to coordinate transportation to common destinations such as a doctor's office.

JUN-01-01

### **MANAGED CARE ORGANIZATIONS**

Managed Care Organizations (MCOs) currently serve recipients in 55 localities of the State. DMAS intends to expand MCO coverage to an additional 50 localities this fall. Recipients served by MCOs are not affected by the brokered transportation services which are the subject of this memo.

### **CHILDREN'S MEDICAL SECURITY INSURANCE PROGRAM (CMSIP)**

Children enrolled in the Children's Medical Security Insurance Program (CMSIP) who do not currently have MCO coverage, are included under the non-emergency transportation brokerage services.

### **OUTSTANDING CLAIMS**

Providers are asked to submit all outstanding non-emergency transportation claims for dates of service up to and including July 1, 2001, within 90 days, or by October 2, 2001. Any claims for non-emergency transport services provided after July 2, 2001, will not be paid by DMAS.

### **COPIES OF MEDICAID MEMORANDA AND PROVIDER MANUALS**

DMAS publishes searchable and printable copies of its provider manuals and Medicaid memoranda on the Internet. Please visit the DMAS website at <http://www.cns.state.va.us/dmas/>. Refer to the Provider Column to find Medicaid and SLH provider manuals or click on "Medicaid Memos to Providers" to see Medicaid memoranda. The Internet is the fastest way to receive provider information.

### **"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except State holidays, to answer questions. The "HELPLINE" numbers are:

786-6273	Richmond area
1-800-552-8627	All other areas

Please remember that the "HELPLINE" is for provider use only.

Attachment

## **Transportation Regions and Brokers**

**Region 1-** Bland, Bristol, Buchanan, Carroll, Dickenson, Galax, Grayson, Lee, Norton, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe. **Broker** is LogistiCare.

**Region 2-** Alleghany, Amherst, Appomattox, Bedford City, Bedford County, Botetourt, Campbell, Charlotte, Clifton Forge, Covington, Craig, Danville, Floyd, Franklin County, Giles, Halifax, Henry, Lynchburg, Martinsville, Montgomery, Patrick, Pittsylvania, Pulaski, Radford, Roanoke City, Roanoke County, Salem, South Boston. **Broker** is DynCorp.

**Region 3-** Amelia, Brunswick, Buckingham, Charles City, Chesterfield, Colonial Heights, Cumberland, Dinwiddie, Emporia, Goochland, Greenville, Hanover, Henrico, Hopewell, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward, Prince George, Richmond City, Surry, Sussex. **Broker** is DynCorp.

**Region 4-** Accomack, Chesapeake, Essex, Franklin City, Gloucester, Hampton, Isle of Wight, James City County, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Norfolk, Northampton, Northumberland, Poquoson, Portsmouth, Richmond County, Southampton, Suffolk, Virginia Beach, Westmoreland, Williamsburg, York. **Broker** is DynCorp.

**Region 5-** Albemarle, Caroline, Charlottesville, Culpeper, Fauquier, Fluvanna, Fredericksburg, Greene, King George, Louisa, Madison, Nelson, Orange, Rappahannock, Spotsylvania, Stafford. **Broker** is LogistiCare.

**Region 6-** Augusta, Bath, Buena Vista, Clarke, Frederick, Harrisonburg, Highland, Lexington, Page, Rockbridge, Rockingham, Shenandoah, Staunton, Warren, Waynesboro, Winchester. **Broker** is LogistiCare.

**Region 7-** Alexandria, Arlington, Falls Church, Fairfax City, Fairfax County, Loudoun, Manassas City, Manassas Park, Prince William. **Broker** is DynCorp.